

Viroqua

G r o w i n g F o r w a r d

Viroqua Utilities Department
124 W Decker Street • Viroqua, Wisconsin • 54665
Phone: (608) 637-7186 Ext 319 • Fax (608) 637-3108

Dear Utility Customer,

Below you will find a summary of our rules, regulations, and helpful information.

1. All customers must have an application on file with your current contact information in accordance with the Public Service Commission regulations. This includes anyone who has moved with-in the city. This does not disrupt services unless application is not received after 2 attempts.
2. Utility bills should be received by the 5TH of each month. Please call our office if you do not receive your bill.
3. Utility payments are due on the 20TH of each month. (Date is subject to change if the 20th falls on the weekend or holiday.)
4. Disconnect notices are mailed the day after the payment is due in accordance with the Public Service Commission regulations.
5. If you do not have an automatic transmitter, please return your meter reading with your payment stub. Reads should be called in before the 25TH of each month.
6. Available payment options are as follows:
 - a. Drop off inside city hall during normal business hours (Mon.-Fri. 7:30-4:30) or placed in the drop box. (Silver box opposite of the mailbox)
 - b. Automatic Withdraw (ACH): This will be withdrawn each month on the 17th, unless this falls on a weekend or a holiday.
 - c. Online Billing & Payments: This is done through Payment Services Network (PSN)
 - d. Pay by phone - 1-877-885-7968
7. Should your water be shut-off due to non-payment, there is a reconnect fee of \$40.00 during normal business hours; 7:30 a.m. TO 4:30 p.m., Monday through Friday or \$60.00 after normal business hours.
8. A \$35.00 charge is applied to all non-sufficient funds checks and non-sufficient funds automatic withdrawals.

Complete rules and regulations are available at City Hall.

Please call the Utilities Dept. at 608-637-7186 ext. 319 if you have any questions.